Savi® W430

Wireless Headset System

User Guide

plantronics

Welcome

Congratulations on purchasing your new Plantronics product. This user guide contains instructions for setting up and using your Savi W430 (D100 USB Adapter + WH210 Headset) Wireless Headset System.

Please refer to the separate **safety instructions** for important product safety information prior to installation or use of the product.

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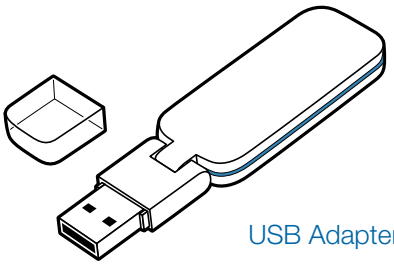
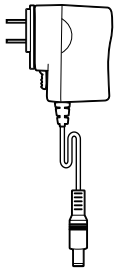
1 Package Contents and Features

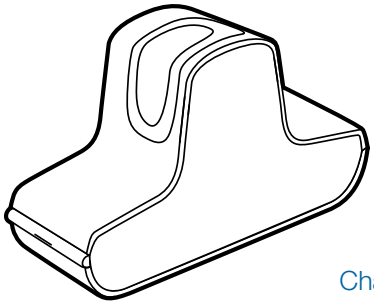
1.1 Savi W430 USB Adapter and Charger



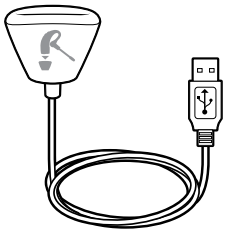
USB Adapter



Base Power Supply

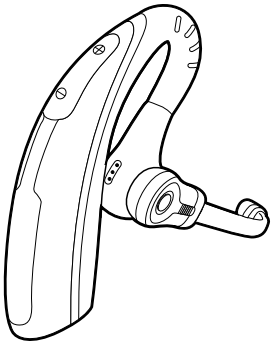


Charger Base



USB Charging Cable

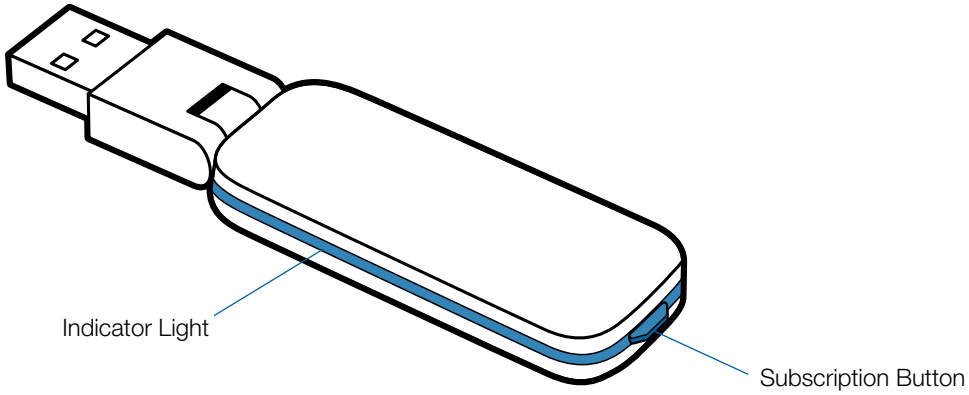
1.2 Savi WH210 Headset



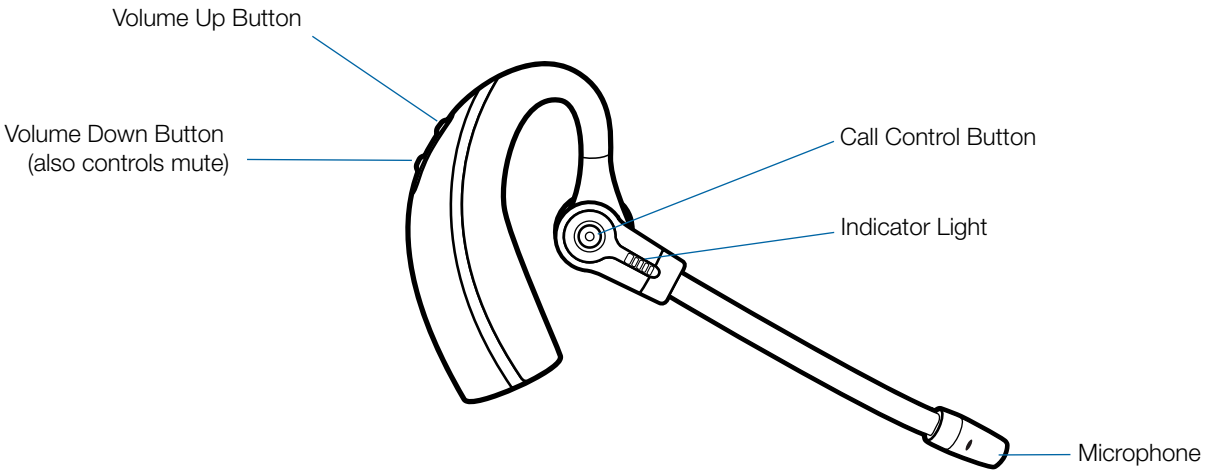
Headset with Pre-Installed Eartip

Extra Eartips

Savi USB Adapter Features



Savi WH210 Headset Features

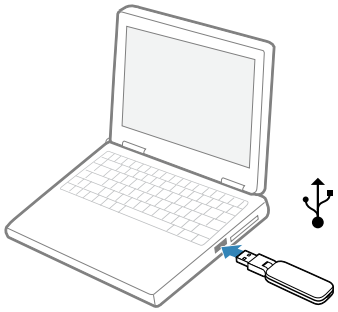


2 Set Up

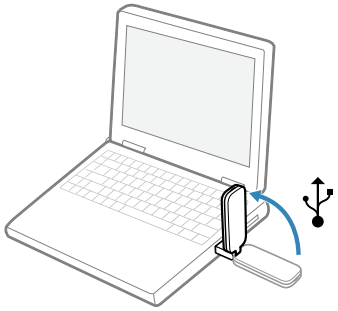
2.1 Connecting USB Adapter to PC

1 **Insert the USB adapter into USB Port on PC**. The indicator light on the USB adapter will be solid red to indicate the USB adapter is powered on and will turn solid green when it finds the headset.

NOTE The headset may have to be charged before the USB adapter can find it.



2 **The USB adapter can be folded as shown**.



IMPORTANT NOTE For best performance it is recommended that Windows is updated with Service Pack levels listed below:

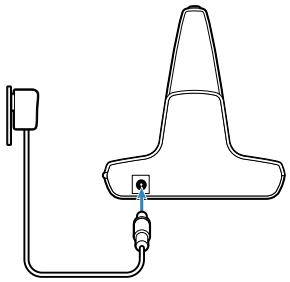
Microsoft Windows® XP Service Pack 3 (SP3) or later

Microsoft Windows Vista® Service Pack 1 (SP1) or later

2.2 Connecting Power Supply to Charger Base

1 **Connect the base power supply into the power jack on the charger base.**

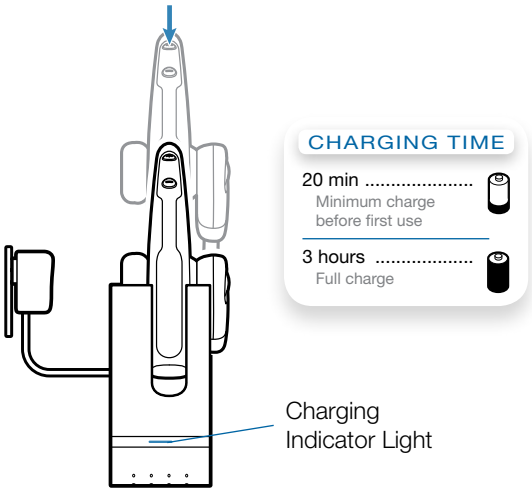
2 **Connect the power supply to the outlet.** The charging indicator light will be solid green**.**



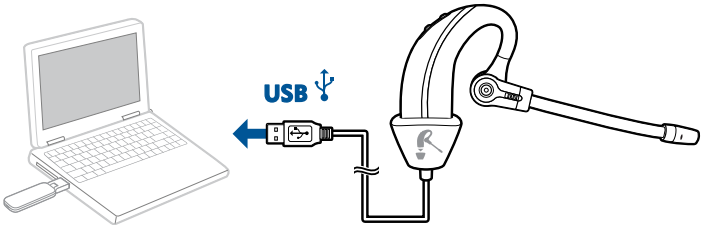
2.3 Docking and charging headset

1 Gently push the headset into the charging cradle. The charging indicator light on the charger base will flash green to indicate that the headset battery is charging.

2 Charge for at least 20 minutes prior using for the first time. A full charge takes 3 hours. The indicator light will turn solid green.



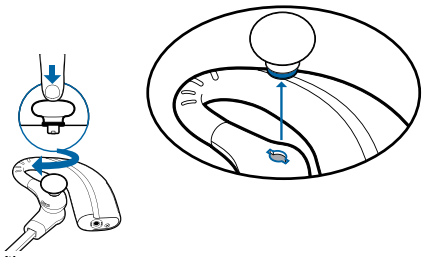
NOTE The USB charging cable can also be used to charge the headset. To successfully charge your headset with the USB cable the PC must be on and in an active state (not standby). The charging time will vary according to the number of other devices drawing power from the PC's USB port(s).



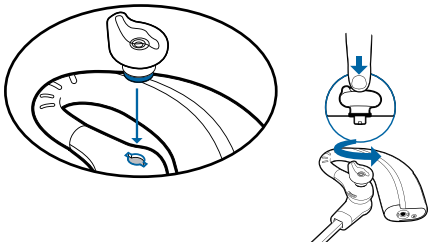
2.4 Fitting Headset

The headset comes with a pre-installed medium eartip. To install a different eartip see the following:

1 **Remove the pre-installed eartip by pushing in and turning the eartip CLOCKwise, then pull firmly.**

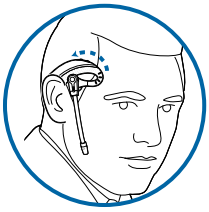


2 **Choose the size and style of eartip that fits most comfortably. Align eartip tabs with notches in headset. Push in firmly and twist COUNTER clockwise.**

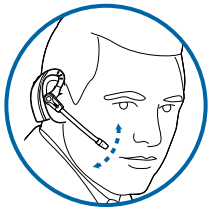


NOTE When installing a gel tip ensure the raised part of the eartip is pointed toward the curved section of the headset as shown.

3 **Slide the headset over and behind your ear, then press gently toward your ear.**

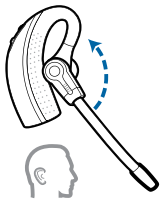


4 **Rotate the microphone boom until it is pointed toward your mouth.**

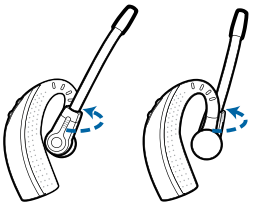


5 **The headset can be converted for wearing on left ear as follows:**

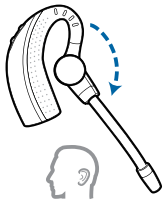
a. Rotate the microphone boom up.



b. Turn microphone boom around.



c. Rotate microphone boom down.

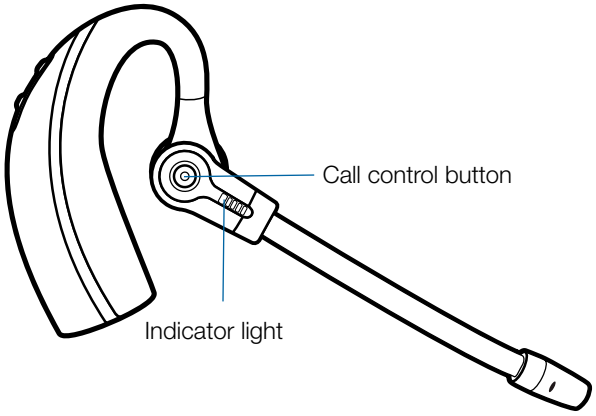


3 Using Your Headset System

Powering up headset

If the headset battery is charged, the headset is automatically on. The headset does not have an on/off button.

IMPORTANT It is highly recommended that you install the Plantronics software. Though your Savi system will operate without the software, it will limit the system's full capabilities.



Placing, answering and ending calls with PC

	With Plantronics Software*	Without Plantronics Software
To place a call	1. Dial number from the supported softphone application	1. Short press call control button on headset 2. Dial number from softphone application
To answer a call	1. Short press call control button on headset	1. Short press call control button on headset 2. Answer call using softphone application
To end a call	1. Short press call control button on headset	1. Short press call control button on headset 2. Hang up call using softphone application

*Assumes use of supported softphone

⚠ *For your safety, do not use headset at high volumes for extended periods of time. Doing so can cause hearing loss. Always listen at moderate levels. For more information on headsets and hearing visit: plantronics.com/healthandsafety.*

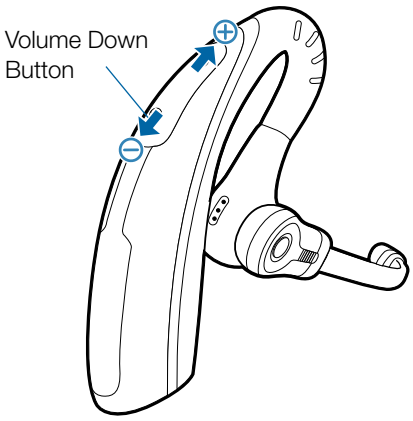
4 System Information

USB Adapter Indicator Light

USB Adapter Status	Indicator Light
Headset in talk mode	Flashes green
Headset is muted	Flashes red
Incoming call	Flashes red and yellow
Adapter and headset subscribing	Flashes red and green
Headset subscribed, no activity	Solid green
Powered on - headset not subscribed	Solid red
USB adapter is in conference mode subscription	Flashes green and yellow
On a conference call with one or more guest headsets subscribed	Flashes yellow

Muting a Headset During a Call

To mute/unmute a call, press and hold the volume down button for at least 1½ seconds.



Subscribing a master headset

The headset and USB adapter that are supplied are subscribed to each other. However, if you wish to use a new master headset with your existing USB adapter, the units can be subscribed to each other by the following method:

1. Ensure your replacement headset is charged.
2. Double press the subscription button on the USB adapter. The USB adapter will flash red and green.
3. Press the volume up button on the headset for three seconds until the headset indicator light turns solid green.
4. When the indicator light on the USB adapter goes solid green, the headset and the USB adapter are subscribed to one another.

NOTE If the subscription process times out after two minutes or if the subscription process fails, the USB adapter indicator light will become solid red for four seconds and then return to its previous state. If this occurs, try to re-subscribe the headset again.

Conferencing in up to three additional headsets

While on a call, you can subscribe up to three additional headsets to your USB adapter for conferencing. As you add headsets to the adapter, an additional headset icon will appear in the Plantronics software screen with a number from 1 to 3 indicating the number of additional headsets subscribed to the adapter.

Guests may conference in as described below:

1. While you are on a call, place the guest's headset into subscription mode by pushing the headset volume up button for three seconds until the headset indicator light becomes solid green.
2. Short press (less than one second) the subscription button on the USB adapter. The USB adapter light will flash yellow and green.
3. The USB adapter light will then turn solid yellow and you will hear a tone in the master headset indicating a guest wishes to join the call.
4. If you press the call control button on the master headset within five seconds, the guest is joined to the call.

   If you do not press the call control button within five seconds, the request to join the call is rejected and the guest will hear an error tone in their headset.
5. Guests may leave the conference call by pressing their call control button.

   When they do you will hear a single tone in the master headset as each guest leaves the call.

To see how many headsets are subscribed to the adapter, refer to the lower left-hand corner of the Plantronics Control Panel software screen. The first headset is the master headset and the number inside the next headset is the number of guest headsets subscribed to the adapter. The examples below show 1, then 2, then 3 guest headsets subscribed to the adapter in addition to the master headset.

Switching between wideband and narrowband audio

The Savi W430 is supplied with narrowband audio as the default. You can toggle between narrowband and wideband audio by doing a short press (less than one second) followed by a long press (more than three seconds) on the USB adapter subscription button while it is in an idle state. The USB adapter light will flash red for four seconds upon entering narrowband mode and flash green for four seconds upon entering wideband mode.

Setting the range

The Savi W430 is supplied with high range set as the default. You can change the range setting by holding in the subscription button of the USB adapter for three seconds while it is in an idle state. The USB adapter light will flash green for high range, yellow for medium range and red for low range.

Ending subscription

If the USB adapter is in subscription mode and you want to stop the adapter from searching for a headset, press the subscription button again. The subscription light will turn solid red for four seconds and then go to its previous state.

Placing the headset in sleep mode

If you won't be using the headset for a long period of time and the headset will not be in the charging cradle, you can put the headset in sleep mode by pressing the call control button for three seconds while in an idle state. To exit sleep mode, press the headset call control button again for three seconds.

Talk Time

The Savi W430 will provide up to 6 hours of talk time. Talk time will be reduced when operating in wideband mode and/or if the headset is used consistently at a far distance from the adapter.

Headset Button Functions

Type of Press	Function
Short press	Places, answers, or ends calls
Short press volume up	Increases volume
Short press volume down	Decreases volume
While in a link, long press volume up (at least 1½ seconds)	Flashes between calls
While in a link, long press volume down (at least 1½ seconds)	Mutes or unmutes headset
While not in a link, long press volume up (at least 3 seconds)	Places headset in subscription mode
While not in a link, long press volume down (at least 3 seconds)	Enables and disables headset in-use indicator light

Headset Indicator Light

Headset Status	When Used with Charger Base	When Used with USB Charging Cable
Headset charging	Off	Flashes green
Headset fully charged	Off	Solid green
Headset in-use	Flashes green	Flashes green
Subscribing	Solid green	Solid green

Toggling On/Off Headset In-Use Indicator Light

If you are not on a call, you can toggle the headset in-use indicator light on and off by pressing the headset volume down button for three seconds.

Headset tones

Out of range warning

If you are on a call and go out of the operating range, you will hear three low tones. You will hear a single mid tone when you are back in range.

If you stay out of range, active calls will be suspended. Calls will be re-established when you walk back into range. If you remain out of range for more than 5 minutes, the system will drop the call.

If you are not on a call and go out of the operating range and press the call control button, you will hear a single tone for the button press and three low tones for the failure to make a link.

Low battery warning

If you are on a call, you will hear a repeated single low tone every 15 seconds indicating that the battery is low. You should recharge the headset immediately.

If you are not on a call and press the call control button, you will hear three low tones indicating that the battery is low. You should recharge the headset immediately.

Mute warning

When mute is activated, you will hear three high tones. These tones will repeat every 15 seconds while mute is active.

When unmuted, you will hear three low tones.

5 Plantronics Software Platform

Softphone Support

Download Plantronics software for remote call answer/end with supported softphones at **plantronics.com/software.**

Remote call answer/end from the Savi headset is available for all softphones with no additional steps by the user except Skype™. For a list of supported softphones visit plantronics.com/software.

For Skype support, please follow these steps:

1. Skype will display the following message during the install of Plantronics Unified Runtime Engine "PlantronicsURE.exe wants to use Skype". Choose "Allow Access" to connect.
2. You can also check Savi W430 Skype connection status by going to Skype and checking the Tools>Options> Advanced>Advanced Settings>"Manage Other Programs Access" setting.

Plantronics Update Manager

All required software for Savi W430 can be remotely updated when updates are available. Start Plantronics Update Manager from Windows Start Programs menu to change settings such as automatic or manual check for updates.

Check for Updates Automatically: By enabling this check box, you will activate a periodic automatic check for available software updates.

Check for Updates Now: You can choose to check for available software updates at any time by clicking on the Check For Updates Now button in Update Manager: From the Start menu, click Programs, then Plantronics, then open Plantronics Update Manager.

Install Checked Updates: Following an **AUTOMATIC** or **MANUAL CHECK FOR UPDATES**, this field will be populated with any applicable software updates and the **INSTALL CHECKED UPDATES** will begin installation.

Plantronics Control Panel

User preferences and various device settings can be changed using the Plantronics Control Panel. To start this program, click Start>Programs>Plantronics then open Plantronics Control Panel.

Battery Life

At the lower left corner of the screen (and for all software screens), you will see one of the following icons indicating the approximate charge left in the headset battery.

Devices Tab

To configure your settings, select Plantronics D100 from the pull down menu and click the Device Settings box. Below are the setting options and defaults for the USB adapter and headset.

NOTE Some parameters that do not apply to a particular Plantronics device may appear grayed out.

Device Settings – USB Adapter

	Feature	Settings	Default
General	Range	High/Med/Low	High
	Auto Answer	Selected/Not selected	Not selected
Audio	PC Audio Bandwidth*	Wideband/Narrowband	Narrowband
Feature Set Lock	(See Device Settings - Security)		

*The system will support both narrowband and wideband audio from the PC. Wideband audio delivers heightened speech clarity and life-like fidelity. However, wideband audio consumes more battery power and has more stringent access criteria which reduces the number of systems that can be deployed in a small area.
All PCs support wideband audio.
When switching between narrowband and wideband audio, you must re-establish the audio link for the changes to take effect.

Device Settings – Headset

	Feature	Settings	Default
General	Mute Tone	Standard/Low/Off	Standard
	Ringtone	Sound 1/Sound 2/Sound 3	Sound 2
	PC Volume	Standard/Low/Off	Standard
	System Tones	Standard/Low/Off	Standard
	Second Inbound Call	Ring Continuously/Ring Once/Ignore	Ring Continuously

Device Settings – Advanced

	Feature	Settings	Default
Audio Protection	Anti-Startle	Selected/Not selected	Not selected
	G616	Selected/Not selected	Not selected
	Audio Limiting	80 dB/85dB/Off	Off
Feature Set Lock	(See Device Settings - Security)		

Device Settings – Security

The Plantronics software allows some of the device parameters settings to be locked by the IT staff and prevent end users from changing them. The ability to lock/unlock these parameter settings requires the creation of a password. In order to lock/unlock any parameter setting follow these steps:

Feature Set Lock

1. **From the Security screen, create and confirm your new password and press Set.** This will store the password directly in the device.
2. **In order to lock/unlock some parameter, go to the USB Adapter or the Advanced tabs of Device Settings and enter the password that you stored in the device.**
3. **Select your settings from the USB Adapter/Advanced settings page and lock/unlock each feature as desired.**

Change Password

1. **You can always change the old password to a new one in the Change Password section.** If a password is not stored in the device, the only way to store a password in the device is to use Feature Set Lock. You will only able to change a password if there is a previous password set in the device.

NOTE In case you forget your password, you will need to call your local Plantronics Technical Support for assistance.

Applications Tab

The Applications Tab displays the status of Plantronics support for various applications such as softphones and media players. The status will only show as “enabled and running” for softphones and media players installed and running.

Preferences Tab

The Preferences Tab allows you to set preferences for the media player as well as other general settings.

	Feature	Settings	Default
Media Player	Action to Media Player – When a call begins – When a call ends	 Mute/pause/do nothing Unmute/play/do nothing	 Pause Play
General	Launch audio devices control panel	(Provides a shortcut to the Windows Sounds and Audio Devices control panel.)	
	Default Softphone	(Displays the default softphone.)	
	Ring Both Headset and PC	Selected/Not selected	Selected
	Microsoft Lync/Office Communicator Dial-tone Enabled	Selected/Not selected	Not selected
	Audio Sensing Enabled	Selected/Not selected	Not selected
	Maintain Headset to PC Link	Selected/Not selected	Not selected

Ring Both Headset and PC

This parameter gives you the option to have the PC ringtone played on both the headset as well as the PC speaker.

When this parameter is selected, the PC ringtone will be heard on both the PC speaker as well as the headset.

When this parameter is not selected, the PC ringtone will only be heard on either the headset or the PC speaker based on how the PC audio has been set up.

Microsoft Lync/Office Communicator Certified product: Default Setting = Not selected

Standard product: Default Setting = Selected

Microsoft Lync/Office Communicator Dial-tone Enabled

If this feature is selected, when a PC radio link is established, Microsoft Lync/Office Communicator will assume the user is trying to place a VoIP call and provide a dial tone.

If this feature is not selected, when a PC radio link is established, Microsoft Lync/Office Communicator will sit idle.

“Microsoft Lync/Office Communicator Dial-tone Enabled” can be set selected or not selected.

Microsoft Lync/Office Communicator Certified product: Default Setting = Selected

Standard product: Default Setting = Not selected

Audio Sensing Enabled

Audio Sensing is a special feature supported by Plantronics wireless devices that can detect an audio signal at the USB port and automatically establish a PC radio link between the USB adapter and wireless headset without the user having to press the PC call control button. If the parameter “Microsoft Lync/Office Communicator Dial-tone Enabled” is selected, then every time a PC radio link is established the Microsoft Lync/Office Communicator dial tone will be heard. However, the user may have pressed the PC call control button to listen to music, etc., and does not want to hear the dial-tone. In this case, if the user selects the “Audio Sensing Enabled” parameter, the radio link will be established automatically when any PC audio is detected at the USB port, thus eliminating the need for the user to press the PC call control button.

“Audio Sensing Enabled” can be set to selected or not selected.

Microsoft Lync/Office Communicator Certified product: Default Setting = Selected

Standard product: Default Setting = Not selected

Maintain Headset to PC Link

This parameter forces the radio link to the PC to stay active even after the call has ended. This can eliminate the need to re-establish the radio link when switching between PC audio applications.

Default Setting = Not selected

About Tab

The About Tab provides on-line access to this printable user guide and also includes Plantronics contact information. The current version of software and firmware currently running on your system is also shown here.

Help for Device Settings - USB Adapter

		Default Settings
Range	Range can be minimized to help with PC buzzing, improve user density, or restrict range of users. When Range is set to HIGH a user will have up to 300 feet of range. When Range is set to MEDIUM a user will have up to 150 feet of range. When Range is set to LOW a user will have up to 50 feet of range.	**High**
Auto Answer	Auto answer saves the user a button press to establish the radio link between headset and adapter. When auto answer is set to OFF you must press the headset call control button to answer an incoming call.* When Auto Answer is set to ON an incoming call will be answered when the headset is removed from the charge cradle.*	**Not Selected**
PC Audio Bandwidth	The system will support both narrowband and wideband audio from the PC. Wideband audio delivers heightened speech clarity and life-like fidelity. However, wideband audio consumes more battery power and has more stringent access criteria which reduces the number of systems that can be deployed in a small area. All PCs support wideband audio. When switching between narrowband and wideband audio, you must re-establish the audio link for the changes to take effect.	**Narrowband**

*Assumes use of a softphone that is supported by Plantronics software.

Help for Device Settings - Advanced

Anti-Startle	Anti-startle provides advanced hearing protection against sudden loud sounds. When Anti-startle is set to ON, the system identifies and eliminates sudden loud sounds and rapidly reduces them to a comfortable level. When Anti-startle is set to OFF, the headset caps sound levels at 118 dBA to protect your hearing.	**Off**
G616*	G616 Acoustic Limiting provides additional hearing protection against acoustic shock. When G616 Acoustic Limiting is set to ON, the system provides additional acoustic shock protection. Sound levels are limited to 102 dBA as recommended in the G616:2006 guideline issued by the Australian Communications Industry Forum (ACIF).* When G616 Audio-Limiting is set to OFF, the headset caps sound levels at 118 dBA to protect your hearing.	**Off**
Audio Limiting*	Audio Limiting provides advanced hearing protection for daily noise exposure. When Audio-Limiting is turned ON, the system monitors and controls sound to ensure action levels do not exceed 80 dBA or 85 dBA (whichever is selected) specified by current and imminent EU legislation*. When Audio-Limiting is set to OFF, the headset caps sound levels at 118 dBA to protect your hearing.	**Off**

*The noise monitoring and G616 limiting features are based on a typical headset and recommended acoustic coupling between the headset and the ear. Please follow the instructions for optimal wearing position on page 7.

6 Troubleshooting and Common Questions

My headset doesn't work with Microsoft Lync/Office Communicator.	Make sure your headset is charged. Make sure your headset is subscribed to the USB adapter. Press the call control button on your headset. Fine-tune the listening volume on the headset using the volume up and down button. If the volume is still too low, adjust the listening volume on the PC using Microsoft Lync/Office Communicator*.
The sound is distorted or I hear an echo in the headset.	Reduce speaking and/or listening volume on the PC using Microsoft Lync/Office Communicator*. Point microphone towards your chin. If the distortion is still present, lower the volume on the headset using the volume down button.
I can no longer hear any audio through my PC Speakers.	For Windows XP systems: Refer to the "Audio" tab of the "Sounds and Audio Devices" option in your PC Control Panel. • Under "Sound Playback", change the default setting from Savi Office to your PC speakers. Click "OK" to confirm your change. For Windows Vista systems: Refer to the "Sound" option in your PC Control Panel. • Under the "Playback" tab, change the default setting from "Speakers Savi Office" to your PC speakers. Click "OK" to confirm your change.
Talk time performance is significantly degraded even after a full recharge.	Battery is wearing out. Contact plantronics.com/support for factory service information.

* Consult Microsoft Lync/Office Communicator Help for more information

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